Maximizing Efficiency for Stocked's Scheduling and Driver Recruitment Functions

As vacationers increasingly seek convenience during their stays, Stocked has positioned itself as a go-to solution for grocery delivery to vacation rentals. By partnering with local grocers, Stocked ensures fresh groceries are delivered directly to guests, allowing them to enjoy their time without the hassle of shopping. This case study focuses on the implementation of the WorkShift app throughout Stocked's daily operations, specifically for recruiting and scheduling purposes.

The Challenges

Limited Visibility

Stocked faced significant challenges in maintaining transparency and control over driver availability, scheduling, and shift management. In addition, the absence of real-time visibility to analyze delivery patterns or address location-specific issues effectively, which created inefficiencies in identifying and resolving delivery-related problems quickly.

Recruitment Hurdles

Finding and attracting reliable, local drivers on-demand was a time-consuming and ongoing challenge.

Operational Overload

Without adequate staffing solutions, Stocked owners often had to step in to personally deliver groceries, diverting their focus from strategic growth initiatives.

The Solution: WorkShift

Simplified Driver Scheduling

WorkShift provided Stocked with an intuitive digital platform that streamlined driver scheduling. Stocked owners could easily post the number of drivers needed at any given time, and available drivers in the area could quickly accept shifts.

Enhanced Communication

WorkShift facilitated real-time communication between Stocked and its drivers, streamlining shift confirmations and enabling swift management of changes.

Real-Time Visibility

Basic check-in and check-out features enabled tracking of delivery locations, helping to address delivery issues more effectively. In addition, Stocked owners could see when a driver canceled a shift and when another driver picked it up within seconds.

Optimized Driver Matching

The app efficiently paired drivers with job opportunities tailored to their availability, location, and qualifications, ensuring a perfect fit for each shift.

The Result

WorkShift successfully addressed the challenges of scheduling and efficiency in the gig economy. By leveraging its technology and streamlining recruitment and scheduling processes, the app enhanced the overall experience for vacationers while also providing flexible work opportunities for local drivers.

- **Higher Fill Rates:** Stocked achieved a 90-100% fill rate for their delivery requests, ensuring vacationer demand was consistently met.

- **Improved Efficiency:** The app reduced the time spent on scheduling and related staffing tasks by saving Stocked owner an average of 20 minutes per job posting, driver communication, and vetting process. During peak months, the app would facilitate on average, 30 deliveries in a single week, saving approximately 10 hours of administrative work.

- **Streamlined Operations:** With WorkShift's driver recruiting, Stocked owners were then able to perform less than 5% of deliveries them-selves, freeing their time to focus on further scaling the business.

"Once we signed the agreement, within two weeks we already had individuals accept our shifts and start working! The app itself is great. It's easy to navigate and definitely meets our company's needs. I would highly recommend this platform to anyone."

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-Zach Hite, Owner